

After the Inspection Visit

Once the visit has been completed a report will be compiled which will take approximately six weeks to come back the Practice.

This report will set out the findings and judgements of the inspection, explaining why and how the inspection was carried out, and will be available on the Practice Profile Page on the CQC website.

A copy of this report will also be available on the Practice Website www.rainhillvillagesurgery.co.uk

If you require any further details about CQC, The Essential Standards, Outcomes from the Essential Standards, The Inspection Visit, etc. please ask at Reception or visit the CQC website at www.cqc.org.uk

RAINHILL VILLAGE SURGERY

529 Warrington Road

Rainhill

Merseyside

L35 4LP

Drs. McNeilly, Orjiekwe & Subramanian



CARE QUALITY COMMISSION

INFORMATION LEAFLET

Information About The Care Quality Commission

Care Quality Commission (CQC) is an important part of England's care system, set up under the Health and Social Care Act 2008.

As the independent regulator of health and adult social care, its role is to ensure that those providing regulated activities comply with the regulations set out in the Health and Social Care Act 2008.

CQC promotes the rights of people who use services and recognises the importance of empowering people and communities to shape their own care services. CQC has a wide range of powers to take action.

CQC has developed a guidance document called "Essential Standards of Quality and Safety" which sets out the "Outcomes" that people using services can expect if providers are complying with regulations.

CQC puts people who use health and social care services at the very centre of what it does, working hard to make sure these views are captured, and those of the many groups who represent them and their Carers.

More information about CQC can be found at <http://www.cqc.org.uk/public/about-us>

What Does This Mean for Rainhill Village Surgery?

In April, 2013, The Practice registered with CQC. Dr Orjiekwe (Dr. Chibby) is our Registered Manager.

The Practice has looked at the "Essential Standards of Quality and Safety" and the "Outcomes" that people using services can expect if providers are complying with regulations. We have measured ourselves against these "Outcomes" and are able to provide evidence of compliance in all areas. There are five domains with which the Practice must be compliant in order to be registered with the CQC. The 5 domains are to ascertain whether the Practice is **safe, effective, caring, responsive** and **well-led**.

Within each domain are a series of key lines of enquiry (KLOEs). The domain looking at safety has the highest number of KLOEs and will focus on areas including Incident reporting, Meds Management, staffing and recruitment.

The Practice will have an inspection at least every 2 years carried out by a qualified CQC inspector and will be given two weeks' notice of an intended visit. The Inspector will ring prior to the visit to arrange a programme with the Practice Manager to see as many staff as possible. At this time the Practice will receive comment cards to allow patients to share their views and the Practice is encouraged to ensure these cards are completed. The CQC team will speak to individual members of staff and members of the Patient Group.

As a patient you will be asked about the care you receive from the Practice; this will include your consultation with GPs, Nurses and the way in which you are treated by Reception staff and Management. The Inspector will be looking at the information we provide to you and the way in which it is provided.